NAA Audience & Revenue Webinar Series

## Rapid Fire Session-Ideas that Work!

#### **Presenters:**

**Rich Handloff,** Director, Consumer Marketing, The Washington Post **Craig Holley,** Senior Director, National Product Sales, Gannett Co. **Heather Williams,** Regional VP Audience Development, McClatchy

**Moderator:** 

John Murray, NAA VP, Audience Development

June 16, 2016 2:00 PM - 3:00 PM EST

# Rapid Fire Session- Ideas That Work!



### Rich Handloff

Director, Consumer Marketing
The Washington Post

### **Heather Williams**

Regional VP Audience Development, McClatchy

### **Craig Holley**

SeniorDirector, National Product Sales, Gannett Co.



### **Ideas That Work:**

## Retention

**Total AAM Circulation: 551,360** 

#### **AT A GLANCE**

#### Goal:

Engage subscribers & reward advertisers

#### **Target Audience:**

PostPoints members and subscribers not enrolled in the PostPoints reader rewards program.

#### **MEASURED RESULTS**

27.5%

10.55

Average email open rate

Total page placements for campaign duration

#### **PostPoints Scavenger Hunt Campaign**

#### Consumers

- Earn a contest entry and 5 points for every correctly answered Scavenger Hunt quiz question
- 10 winners each week; high-value prizes

#### **Advertisers**

- Logo placement in Scavenger Hunt ads in The Washington Post and Express as well as a dedicated e-blast to all local subscribers announcing the campaign
- Dedicated quiz questions about participating partners in our daily column in Metro & online.
   Customers are driven to partner websites to secure the answers.
- Mention in PostPoints email tips YTD open rates for all tips: 28.85%
- Prominent placement on the PostPoints website
- Ongoing tweets about the campaign





#### 5 pts for the correct answer

Catch Olney's new play about a tennis star Who wants his wife's money, no holds barred. Enter Inspector Hubbard and a mystery writer Who will solve the case, a real nail-biter?

Who plays Scotland Yard's Inspector Hubbard in Dial 'M' for Murder at Olney Theatre Center?

(Hint: Visit OlneyTheatre.org for the answer.)

- James Konicek
- Cameron McNary
- Ashley Smith
- Alan Wade

SUBMIT ▶

ecutive director of NARAL Pro-Choice Virginia, said in a statement. "Instead, it is part of a welldocumented pattern of anti-abortion legislators chipping away at Virginia women's constitutional rights and access to health care."

This session, Virginia House Republicans failed to pass a ban on abortions after 20 weeks of pregnancy but promised to try again next year.

jenna.portnoy@washpost.com

Bible verses which disrupted the normal flow of Congress," authorities said.

A police officer tried to grab his arm to escort him out, according to an arrest affidavit, but he pulled away, broke free and ran toward an exit, where he was caught by officers and handcuffed.

In a subsequent letter to the court - after he was freed pending his next hearing - Dawson indicated that he wouldn't be

comments "that were perceived to be threatening," according to Franklin police records.

A year later, a 15-year-old student received harassing letters from Dawson, who formerly drove her school bus. According to one letter, Dawson told the student that he wanted her to have his child. "He sees her as the Virgin Mary," police wrote in an incident report. "He feels that the Lord sent him here for her to have

ing led by God direct command to do something, it's not up to you to do it or not to do it." Dawson said of the inci-

The board denied Dawson's request for a license.

dan.morse@washpost.com iustin.iouvenal@washpost.com

Jennifer Jenkins contributed to this

On your mark, get set...

#### ADVERTISER FEEDBACK

"I wanted to let you know how much this drives traffic to our website. I was trying to figure out these huge spikes and then looked at when we were the focus of the Trivia...unique users increased by at least 1,500 on those days."

that using unheard of but that it has been generally used to allow legislators to participate in bill signings be fore they leave town at the end of a legislative session.

"Sometimes the House gets it right," Guzzone said

ovetta.wiggins@washpost.com

Josh Hicks contributed to this report.

#### THE DAILY QUIZ 2016 PostPoints Scavenger Hunt

What are greasies, mentioned in Jane Black's article on Appalachian cooking in today's Food section?

EARN 5 POINTS: Find the answer, and then go to washingtonpost.com/postpoints, Quizzes to enter the correct response. Catch Olney's new play about a tennis star Who wants his wife's money, no holds barred Enter Inspector Hubbard and a mystery writer

Who will solve the case, a real nail-biter?

Who plays Scotland Yard's Inspector Hubbard in Dial 'M' for Murder at Olney Theatre Center?

(Hint: Visit OlneyTheatre.org for the answe

Buy tickets to Million Dollar Quartet. You'll twist and shout, sing and groove To Great Balls of Fire and Blue Suede Shoes. On what day can you catch a recreation of the famous jam session of rock 'n' roll icons Jerry Lee Lewis, Elvis Presley, Carl Perkins and Johnny Cash at Washington, DC's Warner Theatre?

(Hint: Visit WarnerTheatreDC.com for the answer.)

Not a PostPoints member yet? It's free. Sign up and get rewarded. washingtonpost.com/postpoints

EARN 5 POINTS AND A CHANCE TO WIN GREAT PRIZES. Answer our Scovenger Hunt questions, then go to washingtonpost.com/postpoints and click "Quizzes" to enter your response

#### **SUBSCRIBER FEEDBACK**

"I am so happy that I took advantage of the opportunity accorded me as a WaPo Platinum subscriber to become a PostPoints participant. I cannot believe I won tickets to Arena Stage! This is incredible. Also, I appreciate the points. I am going to order one of those Washington Post tote bags because I want to advertise the Washington Post whenever I go shopping!"

#### SUBSCRIBER FEEDBACK

"I wanted to take a moment to thank you and tell you what a wonderful time we had last night at the show. I wasn't expecting some of the best seats in the house because I had won the tickets, but they were fantastic! I can't thank The Washington Post and Shakespeare Theatre enough for a truly magical evening. This was the highlight of my year!"

## **Rockford Register Star**

**Total AAM Circulation: 36,000** 

#### **AT A GLANCE**

#### Goal:

To improve home delivery service

#### **Target Audience:**

DMs & Newspaper independent contractor carriers

#### **MEASURED RESULTS**

The campaign achieved its objectives and was the first important step to change culture to that of full accountability of carriers and DMs.

2014 Service

2016 Service

Improvement in Poor Service Stops

19 CPM

3.6 CPM

63%

#### About the Campaign-The 20/20 Plan

The newspaper had a reputation for providing poor service to its home delivery customers. In August of 2014, the Register Star took back its distribution operations from a third party distributor. Even though the contractor struggled to improve delivery quality service, the move pulling operations back inhouse proved very challenging.

Beginning in May 2015, a new service initiative was launched, "The 20/20 Plan." Specifically, the plan called to improve the service of its "worst 20%" of carriers by at least 20% every month.

The data were very clear that the bottom 20% of carriers were not held accountable. In fact, they produced **more than triple** the average complaints.

The goal was to hold carriers and DMs accountable to improve service every month. The key deliverable was combined service, measured as complaints per thousand, of the bottom 20% of all carriers. If performance of worst carriers could improve, overall service improves. A deep data dive proved this process.

Execution was key. It was completed through staff turnover, carrier terminations, DM training, carrier complaint penalties, and realignment of structure, improved consistency of service, focus on accountability, and improved motivation and morale.

## **Rockford Register Star**

#### 20/20 Plan - Service Results

Total CDNA

	Bottom 20% CPIVI		Iotal CPIVI	
District	Beginning	Ending	Beginning	Ending
1	21.4	10.0	7.1	3.8
2	17.0	6.3	5.3	2.9
3	38.4	15.4	12.5	7.5
4	11.5	11.5	5.0	4.5
5	18.8	7.9	6.2	3.0

Dattom 200/ CDM

Service results measured as complaints per thousand beginning Period 7 2015 and ending Period 12 2015.

Total CPM improved in all districts as the result of significantly improving service of the worst 20% of all carriers.



**Total AAM Circulation: 90,000** 

#### **AT A GLANCE**

#### Goal:

Improve loyalty and promote digital activation through a holistic customer lifecycle management curriculum.

#### **Target Audience:**

Active subscribers with valid, deliverable emails throughout the customer journey.

#### **MEASURED RESULTS**

Most notably, non-renewal stops are down 53% versus the prior year since the implementation of the LEAP customer lifecycle management curriculum

Emails Saves Non-Pay Stops 77,570 1,242 -53% vs LY

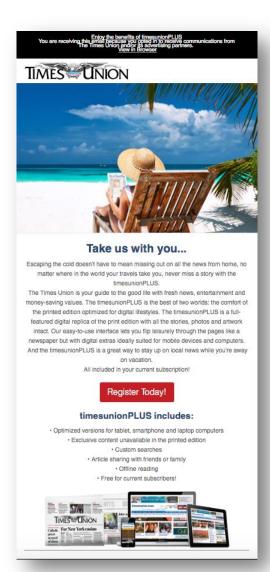
#### **About the Campaign**

For the Albany Times Union, the LEAP customer lifecycle management curriculum is, by definition, an integrated course of action based on a schedule automated communications, processes and best practices designed to drive long-term loyalty.

This includes utilizing targeted email, direct mail and telemarketing to communicate with subscribers on a regular basis, rather than once their subscription renewal comes due.

The approach leverages customer relationships and data maintained in a rich audience database to drive relevant communications aimed at promoting brand engagement, newsletter enrollments, and yes – renewal and retention.





Top stories from the Times Union | View in browser

#### TIMES UNION

#### The month's most popular stories from the Times Union:

Here are some of our most popular and important news stories from the Times Union over the past month. Register today to keep in touch with the news & events in your local community.

#### Reader Picks

Colonie officer

wife, son



despondent before killing

TIMES UNION



Editorial: End judge's license

Colonie cop in murdersuicide kept tight control of wife

REGISTER NOW!

Get top stories and

access to premium content



Colonie police officer, wife Video of UAlbany bus fight and son presumed dead emerges In house fire





Most booked restaurants in Upstate New York



Mugshots: Alleged meth use has changed Oregon man's face over 14 years

#### TIMES UNION



#### Get all the March sports action

It's the most exciting time of year. Don't miss a moment of the sports action that is heating up right now, conveniently delivered right to your devices. The Times Union is your guide to the good life with fresh news, entertainment and money-saving values. The timesunionPLUS is the best of two worlds: the comfort of the printed edition optimized for digital lifestyles. The timesunionPLUS is a fullfeatured digital replica of the print edition with all the stories, photos and artwork intact. Our easy-to-use interface lets you flip leisurely through the pages like a newspaper but with digital extras ideally suited for mobile devices and computers. All included in your current subscription!

#### Register Today

#### timesunionPLUS includes:

· Optimized versions for tablet, smartphone and laptop computers · Exclusive content unavailable in the printed edition

· Custom searches

· Article sharing with friends or family · Offline reading

· Free for current subscribers!





**Total AAM Circulation: 143,043** 

#### **AT A GLANCE**

#### Goal:

Get our Plus subscribers to activate their digital access and drive e-edition usage during the inclement weather.

#### **Target Audience:**

**N&O** subscribers

#### **MEASURED RESULTS**

Email Click-Open Rate Throughs Activations 36.2% 5.8% 756

#### **About the Campaign**

Email sent out to all print subscribers to alert them to possible delivery delays and to encourage them to use the e-edition during the inclement weather. The email provided a link to the e-edition and a link to activate.

Subject line: Weather Alert







#### **AT A GLANCE**

#### Goal:

- One to one customer communications
- Reduce expenses by only communicating with customers truly at risk
- Providing more qualified targets for our vendors

#### **Target Audience:**

Active subscribers in grace period

#### **MEASURED RESULTS**

6%

lift in telemarketing vendors close rate

To date, seeing an increase in overall renewals (-.38% lift in November, +4.72% lift in December)

#### **About the Campaign**

The Columbus Dispatch partnered with Mather Economics to analyze their subscriber's payment behavior for an individualized approach to grace communications. Instead of basing grace communication efforts (telemarketing and email) off of the individuals end of grace date, Mather identifies each subscriber's typical payment window based on their renewal history. The Columbus Dispatch then targets the communications only to customers who are past their payment window. Exceptions are customers without a payment history or chronically non payment history.



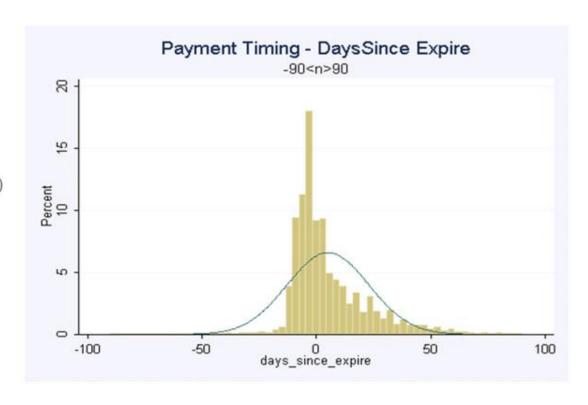
- Use payment history to identify when individual subscriber is at risk vs. a point in time in grace period.
- Deliver grace touch point at the individual's "at risk" point

Payment data from January, 2012 through April, 2015

1,571,176 total observations (payments)

168,229 unique accounts

Only NONEZ accounts



Stay Connected >> sacbee.com

**Total AAM Circulation: 298,097** 

#### **AT A GLANCE**

#### Goal:

To drive subscribers to activate their digital account.

#### **Target Audience:**

Print+Digital subscribers that had not yet activated their digital account.

#### **MEASURED RESULTS**

Time Frame # Activations CPO 6 Wks 5,627 \$.07

#### **About the Campaign**

This campaign was geared to drive subscribers to activate their account and to engage subscribers with our digital products. Message: Explore More with your subscription! Access your account and you'll be entered to win an Apple Watch. This promotion was for 3 properties (Sacramento, Modesto and Merced). Full marketing promotion for 6 weeks (P7-P8), including print and online ads, email blasts, social postings, rack cards, dealsaver FREE deal, as a contest on our Loyalty site, and fliers at all events including State Fair & Publishers Tour. Promotion was based on newly redesigned products and the "Explore" sections.

Stay Connected >> sacbee.com





800.284.3233





**Total AAM Circulation: 551,360** 

#### **AT A GLANCE**

#### Goal:

Increase percentage of subscribers that are on auto-payment to drive retention.

#### **Target Audience:**

Active print subscribers who have currently not provided a credit card for recurring charges.

#### **MEASURED RESULTS**

\$3.50

20.5%

5%

Saved per subscriber per year

Reduction in stops on expiration (YoY)

Conversion rate of delinquent subscribers per week.

#### **About the Campaign**

- Quarterly email campaigns with a \$10 gift card offer for enrollment.
- Incentives of \$5-10 off outstanding bills for enrollment as part of soft collection call program.
- 500 loyalty points with PostPoints for enrollment.
- In-paper ads for Easy Pay enrollment.
- Bill inserts with \$10 Visa gift card offer.
- New subscribers can sign up for Easy Pay and receive a \$10 Visa gift card.



The Washington Post

#### SIGN UP FOR EASY PAY

Enroll in Easy Pay today and get a \$10 Visa Gift Card



Why pay your bill with Easy Pa The Washington post

It's Convenient It's Automatic.

It's Green, Easy Pay on time, every time!

#### Sign Up for Easy Pay Today

#### O Sign Up for Easy Pay and Receive a \$10 Visa Gift Card

How it works: when you sign up for Easy Pay, your credit card will be automatically charged on a regular basis for your Washington Post subscription

- . Go Green! The environment will thank you for saving all those envelopes, bills and
- · Your rewards: more time for yourself, less money spent on postage and a FREE

**ENTER DELIVERY INFO** 

(Landing Page)

#### (Bill Insert)



#### Do something "green"... And reward yourself!

#### Sign up for convenient Easy Pay -Receive a \$10 Visa prepaid card

Easy Pay is a free service and automatically charges your credit card for your subscription to The Washington Post at each billing period. No more paper bills! No more envelopes! No more stamps!



#### Sign up now! Sub.wpsubscribe.com/green

Or call 1-800-304-6738 Or fill out this form and return along with your credit card payment.



Sign me up for Easy Pay and send me my Visa Prepaid Card! IMPORTANT: Please print your name, account number and e-mail address below and complete the credit card information on your invoice. Mail this form back with your invoice to receive your Visa Prepaid Card. For faster service, sign up online or by phone!

**Total AAM Circulation: 551,360** 

#### **AT A GLANCE**

#### Goal:

The activation fee was implemented as a retention tactic to deter subscribers from stopping and re-starting their subscriptions.

#### **Target Audience:**

Current active subscribers and prospects.

#### **MEASURED RESULTS**

Response Rates with activation fee vs. without activation fee.

Direct Mail Response Rates								
Former subs	< 6 months	6 months - 1 yr	1 yr - 2 yrs	2+ yrs				
with fee	1.13%	0.69%	0.29%	0.14%				
without fee	1.75%	0.54%	0.37%	0.15%				

#### **About the Campaign**

In June 2015, The Washington Post implemented a \$4.95 activation fee on new subscriptions or those that have stopped within the past 30 days.

The activation fee was tested in direct mail and copy was added in the disclaimer and below the offer.

Tests showed a negative effect in the most recent former subscribers, and almost no variance in longer term former subscribers.

The fee was applied to all acquisitions channels across the board.

### Special Winter Savings: 79¢ Sundays.









The Washington Post

Travel Arts&Style

Start your Sunday with the ease of home delivery. Unwind...and enjoy The Sunday Post in its original, touchable, comics-in-color, pass-it-around form.

Plus, you'll receive unlimited digital access — all day, every day — because not every day is a Sunday.

Expires: January 8, 2016

John Q. Sample Or Current Resident 123 Main Street Address Line 2 Anytown, US 12345-6789

In the late of the

Offer only walld in limited locations within The Post's 7-day home-delig Ofter only valid in limited locations within The Poots 7-day home-ele-ctropied a certifier payment for the Initia 50-week substraylor poet. 19 may be charged a 54 h 54 activation less 1 me end of the 52 metric year substraylor mode. 19 may be charged a 54 h 54 activation less 1 me end of the 52 metric year substraylor will be charged a certifier that the substraylor will be substraylor will be substraylor will be littled or your credit card will be charged every 8 weeks at 1 mg. 1

YES. I w	ant to save up to	If you don't get i	
CHECK	SUBSCRIPTION TYPE	SPECIAL 52-WEEK RATE	SAVE
	Sunday-only	79¢/week	74%
	- 2		13
	r-Day riptions are subject to ge my: UVISA UMA		
	је ту: шиза шма	STEHCARD LAMERIC	ee.
Please char	је ту: шиза шма	STEHCARD LAMERIC	can express
Please charg	је ту: шиза шма	STEHCARD LAMERIC	can express



### **Ideas That Work:**

## **Community Engagement**



**Total AAM Circulation: 165,000** 

#### **AT A GLANCE**

#### Goal:

Drive engagement and public awareness of Hometown Heroes

#### **Target Audience:**

Print and digital readers of the Hartford Courant using LEAP's audience segmentation and digital marketing system

#### **MEASURED RESULTS**

The initiative has been the most successful community engagement initiative undertaken by the Courant and placed the Courant at the center of community discussion in highlighting untold stories of local heroes.

Pageviews Content Pages Nominations +30,000 +100 +100

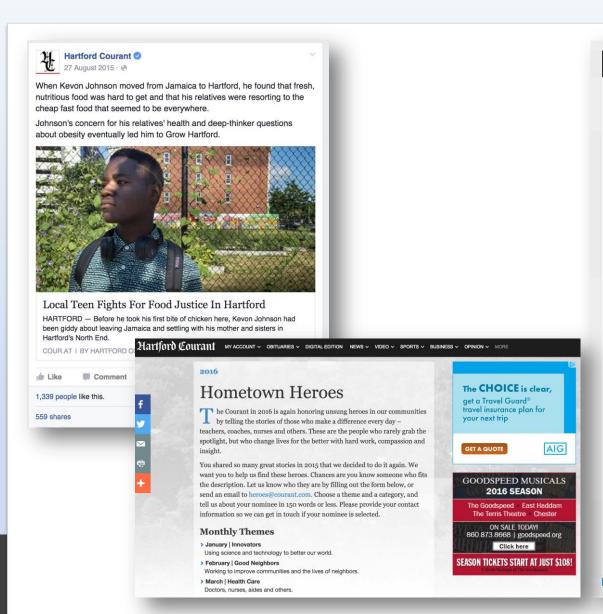
#### **About the Campaign**

In 2015 The Courant honored the unsung heroes in our communities by telling the stories of those who make a difference every day – teachers, coaches, nurses and others.

These are the men and women who rarely grab the spotlight, but who change lives for the better with hard work, compassion and insight. Each month will revolved around a themed area of focus with stories that had strong resonance in both the digital and print realms.

The aim was to drive engagement in the content through a multi-platform content marketing campaign across Social Media, Email, Web and in Print. Nominations were solicited from the community and the stories were to be published at the end of each month in a special digital presentation and a special section in print.

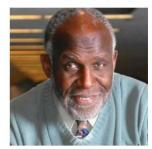




Salute the hometown heroes in your life | View in browse

#### Hartford Courant

The Courant is honoring unsung heroes in our communities by telling the stories of those who make a difference every day – teachers, coaches, nurses and others. These are the people who rarely grab the spotlight, but who change lives for the better with hard work, compassion and insight.





We want you to help us find these heroes. Chances are you know someone who fits the description. Let us know who they are.

Nominate Your Hero

On the last Sunday of every month this year, The Courant will publish a section profiling hometown heroes. <u>Click to read all Hometown Heroes profiles</u>

#### **Upcoming Hometown Heroes themes include:**

- · March 29 Health Care: Doctors, nurses, aides, end-of-life care, etc.
- · April 26 Arts in the Community

#### Not a subscriber? Click here to get the Hartford Courant and read all about our Hometown Heroes!



Follow the Hartford Courant





#### Download our mobile app

Read the Hartford Courant — anytime and anywhere.



 $iOS \gg And roid \gg$ 



**Total Promotion Reach: 5,000+** 

#### **AT A GLANCE**

#### Goal:

Subscriber acquisition email list generation

#### **Target Audience:**

Local Harris Teeter shoppers who do not subscribe to The News & Observer

#### **MEASURED RESULTS**

Total Email Open New Email Entries Rate Addresses 5,072 14.07% 2,903

#### **About the Campaign:**

The N&O partnered with popular local grocery store chain, Harris Teeter for this promotion.

Users were invited to enter to win a \$200 Harris Teeter gift card by submitting an online form with their name, email address and zip code.

Harris Teeter provided the gift card and shared the contest info and entry link on their main Facebook page, which doubled the number of entries we normally receive.

#### Included:

- Main contest creative
- Email Blast













## PalmBeachPost.com

#### **AT A GLANCE**

**Goal:** Create a "Best of" template to generate audience & revenue

#### **Target Audience:**

Palm Beach County residents

#### **MEASURED RESULTS**

The content has generated excellent traffic and the advertisers could not have been happier

Visits	PV	Rev.
16k	35k	\$5k

#### **About the Campaign**

The initial idea was to capitalize on the interest we have for our local food related content. We wanted the design to be mobile optimized, seo friendly and offer opportunities for advertising to sell into.

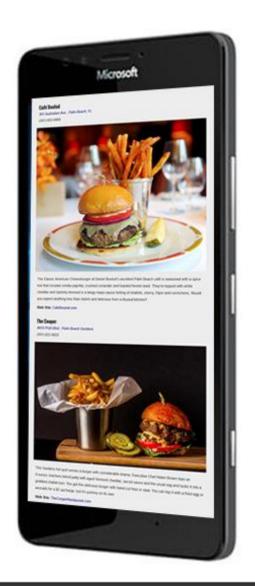
The format was a success as it generated more traffic than our usual story format. It's also proven to be great evergreen content.

Promotion was across Facebook, E-mail, Print and Twitter.

We have since used the template for several other "Best of" topics

## PalmBeachPost.com





Stay Connected » sacbee.com

**Total AAM Circulation: 298,097** 

#### **AT A GLANCE**

#### Goal:

To implement one efficient, cohesive and robust NIE website that 3 properties (Sacramento, Modesto & Merced) could utilize and that could be easily updated.

#### **Target Audience:**

NIE teachers, students and parents.

#### **MEASURED RESULTS**

**Annual Cost** 

\$299

WordPress Business + Domain Mapping

2016 Results

+24,600

Avg. Students per day (3 properties)

#### **About the Campaign**

This initiative began with the roll up of Modesto and Merced's Audience into Sacramento, NIE now had 3 websites to maintain and 2 different naming conventions. With one person now managing 3 properties, we had to be more resourceful and efficient. Thus, in an effort to create one cohesive, robust and responsive site for teachers, students and parents, along with one name, a reimagining effort was discussed and implemented. The naming convention was decided, new logo was created, new custom URL was selected, and a new website designed through WordPress. This new site needed to be easy to navigate, easy to update along with having a fresh new look. We worked with MI to create one page for all 3 papers to login the specific properties e-Edition. There was one place for all teachers to sign up and all the teachers, parents and students could access all information on the site. To engage and connect with teachers on different mediums, social media channels were also set up for NIE; Facebook, Twitter and Pinterest. The ordering, logging in, and accessing information is done with ease and updating one site is simple and can be done effectively and efficiently.

Stay Connected >> sacbee.com











## THE SACRAMENTO BEE Stay Connected >> sacbee.com

**Total AAM Circulation: 298,097** 

#### **AT A GLANCE**

#### Goal:

To implement a fundraising program to support our News in Education programs.

#### **Target Audience:**

All subscribers and general public.

#### **MEASURED RESULTS**

**Results for all 5 properties** 

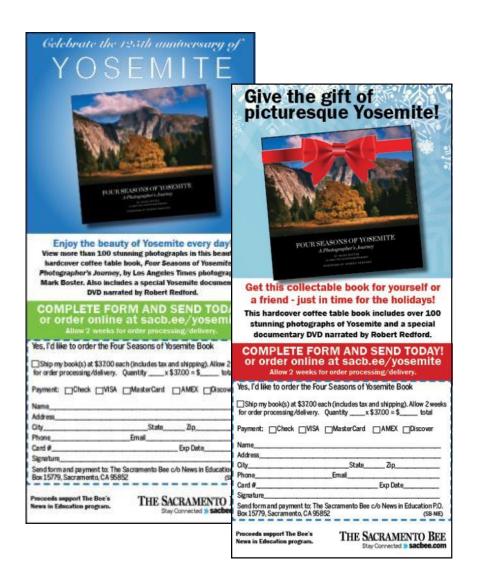
Time Frame # Orders Revenue

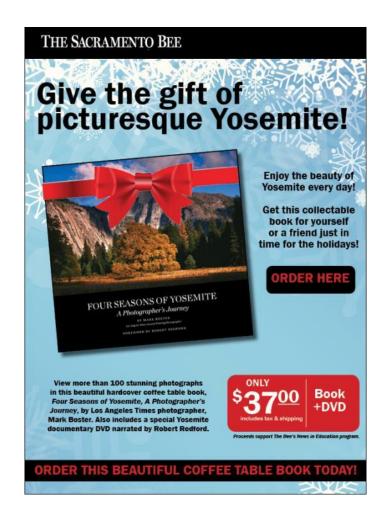
3 mos 796 \$11,700

#### **About the Campaign**

This campaign was geared to generate funding for our NIE programs. We partnered with a publisher to sell The Four Seasons of Yosemite book; publisher received \$14/each book and NIE Fund received \$14.57/each book sold. This program was implemented in the West Region properties (The Sacramento Bee, The Fresno Bee, The Modesto Bee, San Luis Obispo Tribune and the Merced Sun-Star). Customers purchased the book at our online store and we shipped out the books from Sacramento. This was a full marketing campaign (with both a general and holiday theme) including print and online ads, email blasts, social postings, we also had a contest on our Loyalty site, fliers at all events.

Stay Connected » sacbee.com





Stay Connected » sacbee.com

**Total AAM Circulation: 298,097** 

#### **AT A GLANCE**

#### Goal:

To implement a fundraising program to support our News in Education programs.

#### **Target Audience:**

All subscribers and general public.

#### **MEASURED RESULTS**

Time Frame Tickets Sold Revenue 2 mos 506 \$20,000

#### **About the Campaign**

This campaign was geared to generate funding for our NIE programs. We partnered with One Day University to host the first seminar in Sacramento to bring four award-winning processors to speak about politics, psychology, astronomy and film. Ticket prices ranged from \$79-\$179 and NIE would get 50% of the gross profit. This promotion had a full marketing campaign which included print and online ads, email blasts, social postings, mentions in the NIE newsletters, write up in The Bee, there was also a contest on our Loyalty Site and fliers at all events.

Stay Connected >> sacbee.com



## Sign-ups have opened for One Day University

BY CATHY LOCKE clockrijtrachre.com

Sacramento-area residents who would like to relive the college experience, but without the term papers and exams, can sign up for the One Day University.

Sponsored by the The Sacramento Bee, the Sunday, Nov. 1, event will feature four award-winning professors presenting talks on politics, psychology, astronomy and film.

One Day University programs are offered in cities throughout the United States. The cost is \$179 per person, and proceeds from the Sacramento event will help support The Bee's News in Education program.

It will be held from 9:30 a.m. to 4 p.m. at the Crowne Plaza Sacramento Northeast, 5321 Date Ave., near Interstate 80 and Madison Avenue in the Foothill Farms area.

Participating professors are:

 William Burke-White of the University of Pennsylvania, speaking on "The Five Most Powerful People in the World," Burke-White served in the Obama administration from 2009 to 2011 on Secretary of State Hillary Clinton's policy planning staff.

- Emiliana Simon-Thomas, science director of the Greater Good Science Center at UC Berkeley, speaking on "Positive Psychology: The Science of Happiness."
- David Helfand of Columbia University, an astronomer and president of Quest University, speaking on "What We Know About the Universe (and What We Don't Know)."
- Marc Lapadula, a senior lecturer in the film studies program at Yale University, speaking on "4 Films That Changed America." Lapadula is a playwright, screenwriter and film producer.

For more information or to register for the Nov. 1 event, visit the One Day University website, https://onedayu.com/ events/detail/257.

Cathy Locke: 916-321-5287, @lockecathy





### **Ideas That Work:**

## Upgrades

# THE SACRAMENTO BEE

Stay Connected » sacbee.com

**Total AAM Circulation: 298,097** 

#### **AT A GLANCE**

#### Goal:

To drive print only subscribers to add digital to their subscription.

#### **Target Audience:**

Print only subscribers.

#### **MEASURED RESULTS**

Time Frame # Orders CPO

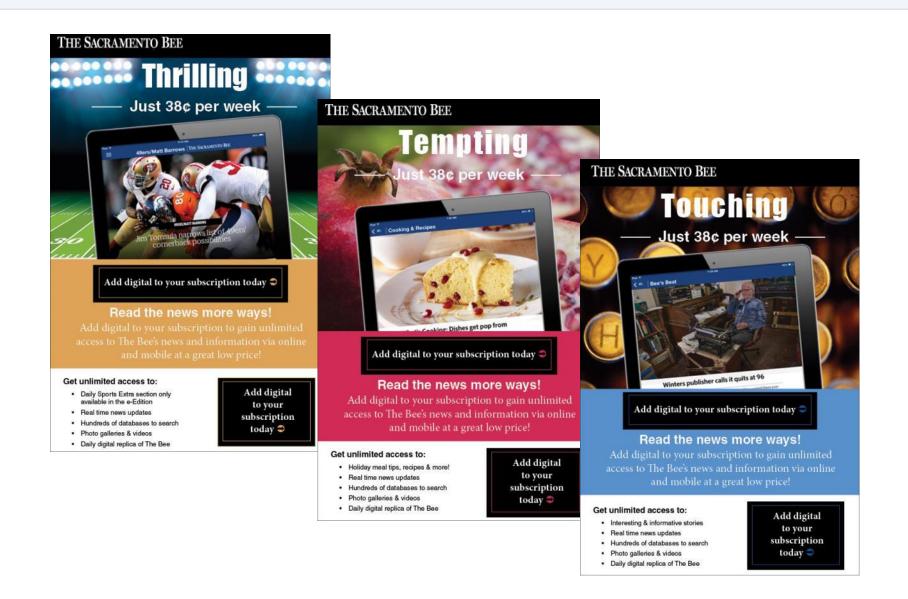
12 wks 506 \$.00

#### **About the Campaign**

This campaign was geared to drive current print only subscribers to add digital to their subscription for 38¢ per week. The messaging included a bold one-word headline, the pricing: Just 38¢ per week, imagery of our digital products, with a slogan of "Read the news more ways!" along with a strong call to action "Add digital to your subscription today!" This was promoted in P10-P12, and included a series of 12 email blasts Each email had a different creative with a specific theme that promoted a particular digital feature.

## THE SACRAMENTO BEE

Stay Connected » sacbee.com



# The Washington Post

**Total AAM Circulation: 551,360** 

#### **AT A GLANCE**

#### Goal:

To gain incremental Sunday circulation and revenue by upselling existing local digital subscribers

#### **Target Audience:**

Full price digital-only subscribers in our local delivery market on credit card auto-renew

#### **MEASURED RESULTS**

Early results from a test group show a 1% response rate to the campaign.

#### **About the Campaign**

After a year of selling digital-only subscriptions to The Post, we saw an opportunity to upsell the Sunday paper to gain print circulation and revenue. While the number of local readers who purchased a digital-only subscription is small relative to our national digital-only subscribers, the print revenue associated with a Sunday subscriber made it worth the effort to try to upsell the digital-only subscriber. The Digital plus Sunday campaign promotes to a local digital-only subscriber the ability to add the Sunday paper for a nominal added cost. The circulation revenue expected from the Sunday add-on is not expected to be materiel; the revenue gains come from the incremental print advertising revenue.

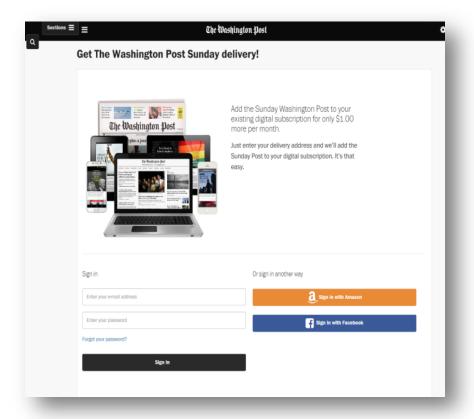
# The Washington Post

#### Campaign email creative

#### Campaign landing page

#### The Washington Post

# Our award-winning SUNDAY PAPER. Yours for an extra \$1 / month. Upgrade your digital subscription to include our Sunday print edition! It's the perfect option for getting your news on the go—without missing out on more leisurely weekend reading. And it's all yours for just an extra \$1/month. You'll start receiving the Sunday print edition on the next available Sunday after you upgrade. Your new subscription rate will appear on your next credit card charge. \*\*Control of the Vashington Post\*\* Offer valid for new subscriptions only. Other restrictions may apply. You received this Special Offer e-mail because you are a current subscriber to The Washington Post\*. Unsubscribe from Washington Post Special Offer e-mails. Unsubscribe from Washington Post Special Offer e-mails. The Washington Post 1150 15th St WW Washington DC 20071



### THE SPOKESMAN-REVIEW

**Total AAM Circulation: 71,873** 

#### **AT A GLANCE**

#### Goal:

To upgrade Sunday Only subscribers to add Wednesday and Saturday in a very cost efficient campaign.

#### **MEASURED RESULTS**

Sent

Opened

1,371

**554** 

Conversion rate

Upgraded

14%

190

#### **About the Campaign:**

We created an email linked to a simple form. When the subscriber clicked on the "yes" button, the form appeared and was pre-populated with the subscriber information. Responding was as simple as clicking "submit."

## THE SPOKESMAN-REVIEW

You are receiving this email, as a Spokesman-Review subscriber, with important delivery information.

View this email in your browser

#### THE SPOKESMAN-REVIEW

Subscriber << Test Last Name >> Account: << Test Subscription ID >>

Thank you for reading The Spokesman-Review.

Since grocers have moved their advertising to Wednesday, readers tell us this is one of their favorite issues. They use the ads to plan their shopping and save on their grocery budget. The Saturday issue is popular as well, with a mobile link to map out garage and yard sale listings, and car enthusiast's favorite - SpokesmanAuto.com.

While your current subscription package does not include Wednesday and Saturday delivery, we are pleased to upgrade your subscription to now include these days.

Most important, you will receive the additional days of service for the same price you pay now - guaranteed for a full year!

To add Wednesday and Saturday to your Sunday delivery, click the link below and we will upgrade your subscription immediately.

Yes, please add Wed & Sat to my Sunday delivery!

If you prefer not to receive Wednesday and Saturday with your Sunday delivery, there is no need to respond. Your delivery service will remain the same. If you have questions or wish to speak to a representative, please contact our Customer Service Department:

circ@spokesman.com or 800-338-8801 Monday-Friday 6 AM to 5 PM Weekends 7 AM to Noon

Thank you again for subscribing to The Spokesman-Review.



#### **Ideas That Work:**

# Single Copy Sales



**Total AAM Circulation: 45,000** 

#### **AT A GLANCE**

#### Goal:

Finding new way not for just Circulation sales but for news and advertising to join in a team effort.

#### **Target Audience:**

For all audiences to get them engaged digitally.

#### **MEASURED RESULTS**

Testing two locations

1<sup>st</sup> four weeks sales increase

2<sup>nd</sup> four weeks sales increase

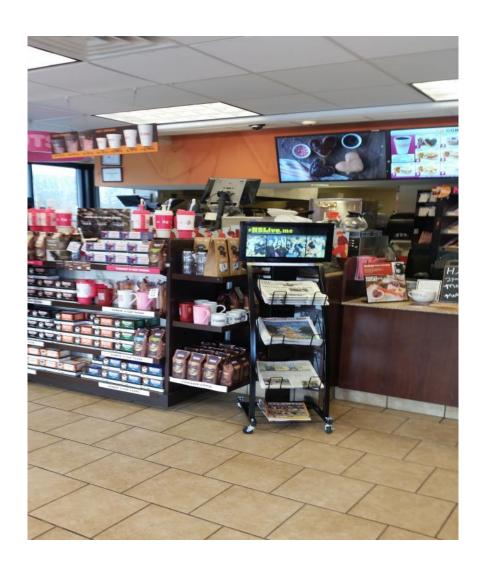
20%

17%

#### **About the Campaign**

We were looking at new ways to enhance our single copy sales, we have been looking at the digital displays. After looking at several options we decided to go with a more economically digital display. For testing purposes we purchased one display. We brought in one of our best selling customer Dunkin Donuts that own 16 locations in our market and showed them the display. They were immediately engaged and said we would like these at all our locations. We have a six impression rotation, Dunkin Donuts has two of impressions they are promoting their rewards and we four impressions with advertising selling one to a customer. Also we have our website and HD subscription offer on the rotation. We tested two, sales jumped 20% from these locations for single copy. In the future we will start sending breaking news to the display in real time.







**Total AAM Circulation: 154,724** 

#### **AT A GLANCE**

#### Goal:

Test impact of Sunday sales with multiple pre-register positioning in grocery category.

#### **Target Audience:**

Sunday grocery shoppers.

#### **MEASURED RESULTS**

# Stores Overall Impact Top 1/3 of Stores

30 +5%

+26%

#### **About the Campaign**

The current merchandising presence was assessed at all Kroger stores. Findings and various display examples along with solutions were presented to Kroger.

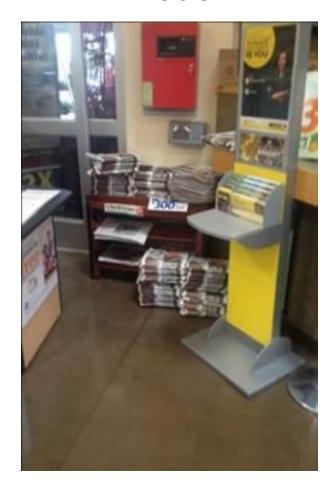
- Tested 30 stores with standard roll-away displays and positioning on Sunday.
- Improved early set up service gaining inside access to 37% more stores that were closed at the time of delivery.
- Supported merchandising efforts with two visits per store by merchandisers.

The top performing one-third of stores that showed overwhelming improvement in merchandising sold 26% more.

Positioning in the bottom performing one-third of stores was the same or worse than prior to the test.

# THE TENNESSEAN

Before



#### After



# THE ARIZONA REPUBLIC

**Total AAM Circulation: 503,999** 

#### **AT A GLANCE**

#### Goal:

Permanent Sunday secondary display positioning near registers at QuikTrip and to strengthen retail relationship.

#### **Target Audience:**

Impulse buyer at convenience stores.

#### **MEASURED RESULTS**

25,000 bottles of water were donated during the eleven (11) week promotion.

Avg Sale Annual Sale Gain Annual Rev +50 2,600 \$4,400

# **Quik Trip "Bottled Water" Cause Marketing Campaign**

Developed a win-win-win scenario for long term position gain using a cause marketing promotion.

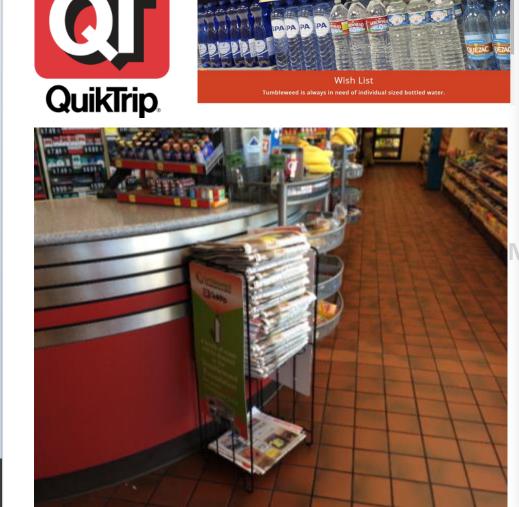
QuikTrip's charity of choice which was a local charity called Tumbleweed. The charity's greatest need was bottled water during the summer months.

For every Sunday Arizona Republic purchased at eighty-eight (88) Quik Trip locations, one bottle of water was donated to Tumbleweed. This offer was promoted in store using custom side panels for the secondary displays and cooler clings.

Walmart also participated by providing the bottled water for only \$.06 a bottle and free delivery to Tumbleweed. Permanent position was gained, local charity received help and retail relationship was strengthened.

## THE ARIZONA REPUBLIC

PART OF THE USA TODAY NETWORK









# News Journal Statesman Journal

**Total AAM Circulation: 185,982** 

#### **AT A GLANCE**

#### Goal:

Provide added value to the female shopper to persuade a Sunday newspaper retail purchase for four (4) different Gannett newspapers during the month of October, 2015.

#### **Target Audience:**

Grab the attention of the female grocery shopper.

#### **MEASURED RESULTS**

Sunday sales trend increased +2.5% at retail locations who received the bags in their newspaper compared to the other locations.

Salem Statesman saw the biggest increase to trend of +8.3%, presumably because of maximized marketing efforts.

#### **Halloween Bag Promotion**

Marketing efforts focused on POP material stating, "Free Trick or Treat bag" inside Sunday newspapers at a select group of retailer locations for Salem, Lafayette, IN, Palm Springs and Mansfield, OH newspapers.

Our goal was to test the impact of purchase resulting from value add utilizing one of the following criteria for each site:

- Exclusive retailer
- Recent daily price increase
- Top 10 and bottom 10 sales volume locations

Success was achieved by providing us with increased Sunday sales while delivering valuable data under a variety of retailer circumstances. The data allows Gannett to effectively use a value added technique for future themed holidays / events on a larger scale.



# The Desert Sun

# News Journal Statesman Journal







**Total AAM Circulation: 230,447** 

#### **AT A GLANCE**

**Goal:** Entice loyal Thorntons customers to purchase the Sunday Courier-Journal by offering a 3 cents off per gallon gasoline rebate, up to 10 gallons of gas, per purchase. Secure Sunday secondary display placement.

#### **Target Audience:**

Customers on Thorntons' Refreshing Reward loyalty program.

#### **MEASURED RESULTS**

Improved year-over-year trend performance by +13.3 percentage points within Thorntons.

Established Sunday secondary display on a permanent basis in the cash wrap/counter area.

# Thorntons Refreshing Reward – Sunday Courier-Journal Campaign

The Courier-Journal partnered with forty-four (44) Thorntons locations. For every Sunday Courier-Journal purchased during the eight (8) weeks – April 5 through May 24, the customer could purchase up to 10 gallons of gas at 3 cents discount, per purchase.

Redemption period for the gas rebate extended four (4) weeks after the promotion to allow customers a chance to save.

While the short-term objective was to increase buys during the promotion, the long-term merchandising strategy was to secure Sunday secondary placement/display position.

Promotional channels included: in-store POS signage, emails to over 268,000 Thornton reward customers, social media, ROP.









**Total AAM Circulation: 16,150 Sunday** 

#### **AT A GLANCE**

#### Goal:

Increase Sunday Single Copy Sales

#### **Target Audience:**

Infrequent Sunday single copy newspaper buyers).

#### **MEASURED RESULTS**

Increased sales of +27 percentage points to the previous trend and +30 percentage points compared to the total market trend

#### **About the Campaign**

Added secondary Sunday displays to 12 RaceTrac locations with current sales of 15 or more. Received agreement for placement in line of sight between front entrance and register. Increased draw by 20 per store to ensure full display during onset of initiative.

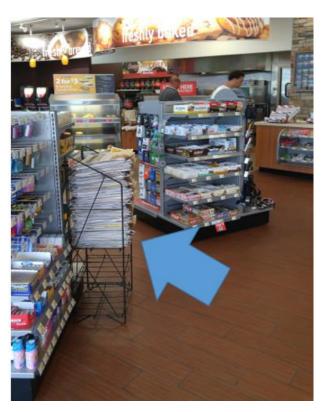
#### Keys to success:

- Work closely with local store managers and corporate offices
- Prepare and communicate visual instruction sheets for delivery contractors, merchandisers, and stores.
- Visit stores to see that everything is being implemented.
- Communicate results to internal team and retail chain.















**Total AAM Circulation: 756,517** 

#### **AT A GLANCE**

#### Goal:

Create a mutual, *bundled* promotion with Circle K Midwest and Coca-Cola Refreshment that included a 20oz Dasani water for \$.50 discount with the purchase of any *daily* Indy Star, Louisville Courier-Journal or Cincinnati/Kentucky Enquirer.

#### **Target Audience:**

Customers who are infrequent purchasers of the three (3) Gannett newspapers and Dasani Water.

#### **MEASURED RESULTS**

The (8) week promotion resulted in a YOY trend improvement of +15 percentage points compared to other retail channels during this promotion period.

#### **Circle K Cool Deal Promotion**

This 'Cool Deal' daily promotion was implemented in (192) stores across three (3) states and with three (3) different Gannett publications creating a strong appeal for the category manager, as well as CocaCola.

The daily promotion, which ran from 11/4/2015 through 1/5/16, was part of an overall strategy to build a stronger partnership with Circle K this year, with a focus on Sunday sales and revenue.

The comprehensive promotional campaign included in-paper advertising in daily and TMC products, social media, in-store POS signage (cooler clings and display wobblers.

Circle K handled the production costs and distribution of the in-store POS signage. Coca-Cola and the Gannett newspapers shared in the cost to provide the bundled offer.







PART OF THE USA TODAY NETWORK











**Total AAM Circulation: 37,466** 

#### **AT A GLANCE**

#### Goal:

Secure a news business partner with inside sales by extending an exclusive discount to their customers.

#### **Target Audience:**

Potential single copy buyers at area Hardee's locations throughout Wisconsin.

#### **MEASURED RESULTS**

Combined Average Daily/Sunday Sales & Incremental Annual Revenue

Daily Sales Sunday Sales Annual Rev

50 144

\$33K

#### **About the Campaign**

The "Sizzling Breakfast Special" offers Hardee's consumers receive a daily and Sunday newspaper discount of \$0.25 with any food purchase.

Acrylic counter cubes were used to optimize excellent POS placement to help drive impulse buys. Drive-thru yard signs and window clings are also utilized and some locations are using suggestive sales techniques.

Hardee's is very pleased with this permanent program and will continue to utilize it as they open additional restaurants throughout Wisconsin.





5" x 5" Window Clings



**Acrylic Counter Cubes** 



24" x 18" Yard Signs



**Total AAM Circulation: 238,179** 

#### **AT A GLANCE**

#### Goal:

Partner with the Indiana State Fair on a FREE Admission ticket to their lowest attended fair days. This ticket will be an in paper ticket that is good for one FREE admission to the Indiana State Fair on a specific day.

#### **Target Audience:**

Attendees of the Indiana State Fair. Indiana State Fair is one of the most popular events in Indianapolis.

#### **MEASURED RESULTS**

For Monday, August 10, daily volume improved by +6 percentage points compared to recent trends. The Indiana State Fair indicated their redemption numbers for 2015 were up compared to previous years, making it attractive to run this program again in 2016.

## Indy Star – Indiana State Fair FREE Admission Ticket Promotion

As part of Indy Star's annual partnership with the Indiana State Fair, an element to drive single copy sales and fair attendance has been part of the package. The promotion was for a FREE admission ticket available exclusively in the Indy Star on the first Monday in August. This was a print exclusive offer that had great appeal for both single copy purchasers (regular and infrequent) and home delivery subscribers.

The promotional campaign included in-paper advertising (core and TMC publications), online, social media and in-store signage. The Indiana State Fair promoted this on their website and social media pages.

The partnership included an Indy Star booth for Home Delivery subscriptions throughout the two weeks of the Indiana State Fair.

The Indiana Star Fair FREE ticket initiative is the strongest daily performance second only to Thanksgiving.

Due to the overall success and value added promotional campaign for 2015, there will be (2) separate days with a FREE admission ticket in 2016. The FREE ticket will be available on Monday August 8<sup>th</sup> and Monday August 17<sup>th</sup>.













A GANNETT COMPANY









**Total AAM Circulation: 72,645 (Sunday)** 

#### **AT A GLANCE**

#### Goal:

Encourage ShopRite customers to donate one meal to the Food Banks with the purchase of a Sunday Gannett newspaper, increased Sunday sales and additional sales positions

#### **Target Audience:**

Infrequent Sunday single copy newspaper buyers).

#### **MEASURED RESULTS**

+7%

\$2,306

Y/Y Increase in Participating locations

**Total Donations** 

#### **About the Campaign**

Gannett, ShopRite and the food bank worked together towards the success of this donation based promotion.

#### **Keys to Success**

- ROP ads two times a week leading up the promotion as well as during the promotion
- In-store POP materials to promote the program
- Promotion on websites, Facebook, and Twitter
- At least two additional newspaper sale racks placed in front of the check out lanes for each store
- Increased draw and regular visits to ensure that additional displays were properly located and supplied





A GANNETT COMPANY



A GANNETT COMPANY







A GANNETT COMPANY





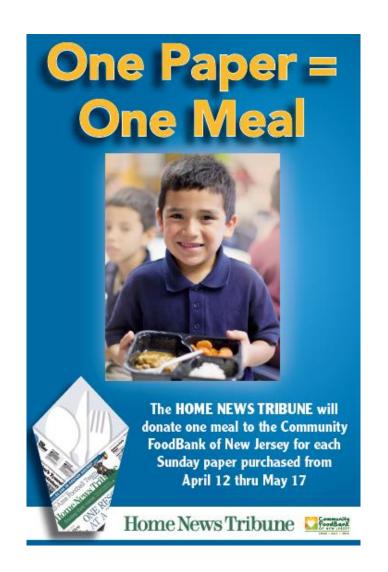
One Paper = One Meal: Pick up your Sunday Asbury Park Press at ShopRite! Through May 17, for every Sunday paper sold, one meal will be donated to the FoodBank of Monmouth and Ocean Counties.

Like · Comment

26 shares







# The Washington Post

**Total AAM Circulation: 551,360** 

#### **AT A GLANCE**

#### Goal:

Increase single copy sales at retail outlets.

#### **Target Audience:**

Single copy purchaser/buyer.

#### **MEASURED RESULTS**

7-10%

Increase in single copy sales when coupons and/or sticky notes are in newspapers and point of sale pieces are displayed (versus without).

#### **About the Campaign**

To leverage manufacturer coupons and grocer sticky notes, innovative point of sale pieces are created and displayed in retail outlets where single copy newspapers are sold.

# The Washington Post

#### **Point of Sale – Bundle Flaps**

(11x17 folded, displays atop newspaper rack in retail outlets)







#### **Ideas That Work:**

# Acquisitions (Digital Subscription)



**Total AAM Circulation: 143,043** 

#### **AT A GLANCE**

#### Goal:

Acquire new digital only subscribers

#### **Target Audience:**

Ex-subscribers and registered users of newsobserver.com

#### **MEASURED RESULTS**

Email	Click-	Digital
<b>Open Rate</b>	<b>Throughs</b>	<b>Only Starts</b>
8.6%	0.4%	40

#### **About the Campaign**

Email sent out to ex-subscribers and old registered user list for newsobserver.com. We used an upcoming summer series on the Best Kept Secrets in NC to entice readers to subscribe to get that unique content. This was one of our most successful digital only sales and we feel the unique content made the campaign successful.

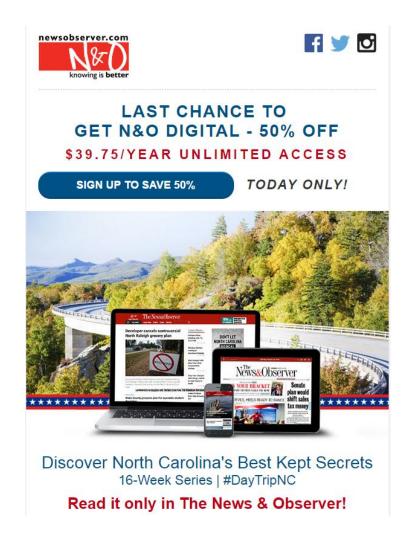
We did a send and "Last Chance" send three days later.

Subject line: Limited Time – Get 50% off Digital this Summer

Subject line: Half-Off Digital Subscriptions – Ends in 8 Hours!







# PalmBeachPost.com

**Total AAM Sunday Circulation: 193,128** 

#### **AT A GLANCE**

#### Goal:

Gain Digital Only Subscribers

#### **Target Audience:**

Local readers 35+

#### **MEASURED RESULTS**

For the month of January, our total spend was \$16,000

#### **364 Conversions**

(new digital only subscribers)

#### **About the Campaign**

The Palm Beach Post has seen great success in acquiring new digital only subscribers by utilizing three strategies:

- Consistent, year-round digital presence
- 2. Strong call to action and offer, plus uncluttered creative
- 3. Combination of network buying and retargeting

# PalmBeachPost.com



# THE SACRAMENTO BEE

Stay Connected » sacbee.com

**Total AAM Circulation: 298,097** 

#### **AT A GLANCE**

#### Goal:

Market our digital subscription package to a small selected group of potential digital readers.

#### **Target Audience:**

Former home delivery subscribers that stopped due to moved, no time to read that resembled the demographic profile of a digital only subscriber.

#### **MEASURED RESULTS**

Orders	Response	CPO
88	0.2%	\$0

#### St. Patrick's Day Digital Sale

Strategy – promote St. Patrick's one day sale to a small target group of former subscribers with an exceptional one day sale price to lock these customers in for the entire year.

Sales channels used; email marketing only.

#### **Results Summary-**

Open rate – 11.6% Unique opens – 8,794 Unique clicks – 491 Sold – 88; 52 week digital subscriptions

# THE SACRAMENTO BEE

Stay Connected » sacbee.com



### THE SPOKESMAN-REVIEW

**Total AAM Circulation: 71,873** 

#### **AT A GLANCE**

#### Goal:

To increase digital engagement via registration, activations and subscriptions.

#### **MEASURED RESULTS**

Registrations Activations

**138 355** 

Digital Digital + Print Subscriptions

**113 168** 

#### **About the Campaign:**

We created campaigns targeted to digital readers utilizing online ads and email. Campaigns were timed to coincide with traditional retail sale holidays such as Black Friday, Cyber Monday, After Christmas and Presidents Day. Campaigns promoted subscriptions at our lowest prices of the year. Each campaign expired with a one week period.

### THE SPOKESMAN-REVIEW



### THE SPOKESMAN-REVIEW







#### **Ideas That Work:**

# Acquisitions (Print Subscription)



**Total AAM Circulation: 16,676** 

#### **AT A GLANCE**

#### Goal:

Win back a selected group of formers subs utilizing a personal direct mail invitation from the President/Publisher.

#### **Target Audience:**

Former daily subscribers that stopped for time, life, value reasons in the past 12 months.

#### **MEASURED RESULTS**

Orders Response CPO \$1.28% \$17.65

#### **Publisher Win Back**

Strategy: Special invitation offer from the President/Publisher.

The special Publisher subscription invitation included a savings of 85% off the published price plus a 30-day money-back guarantee.

## MERCED SUN-STAR





**Total AAM Circulation: 83,603** 

#### **AT A GLANCE**

#### Goal:

Win back a selected group of formers subs utilizing a personal direct mail invitation from the President/Publisher.

#### **Target Audience:**

Former daily and weekend subscribers that stopped for time, life, value reasons in the past 12 months.

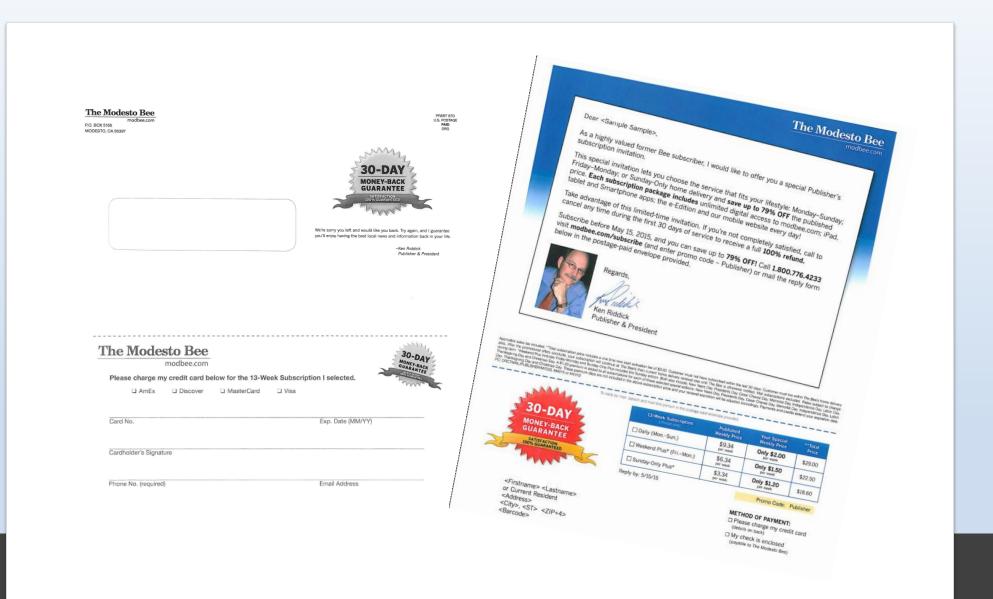
#### **MEASURED RESULTS**

#### **Publisher Win Back**

Strategy: Special invitation offer from the President/Publisher, Ken Riddick.

The special Publisher subscription invitation included a savings of 79% off the published price plus a 30-day money-back guarantee.





**Total AAM Circulation: 255,955** 

#### **AT A GLANCE**

#### Goal:

This is a winback direct mail campaign to former subscribers with an emotional appeal and sense of whimsy, communicating our sadness to see them leave.

#### **Target Audience:**

The direct mail target is to formers 13 days past expire.

#### **MEASURED RESULTS**

The direct mail campaign is automated and sends weekly. Results are yearly average.

**Average RR** 

**Average CPO:** 

5.8%

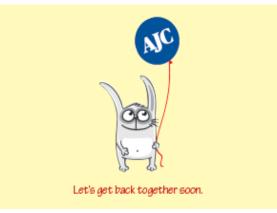
\$12.24

#### **About the Campaign**

Our goal with this campaign was to create a unique and heartfelt message to our recent stopped subscribers. We affectionately named this character "Binky". Since creation of "Binky" we continued to test other formats and found this creative/format resonates the best. We are also able to drive rate at the same time as we offer little discount to recent stops.

Based on the success of the direct mailer, we have introduced Binky in a series of holiday eblasts to formers stopped 90 to 500 days. The appeal is still heartfelt and genuine. Since the email targets have been stopped longer we have introduced a level of discounting based upon length of time stopped. On average, the eblasts produce 100-200 starts per blast depending on the target audience and offer.





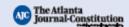
Become an AJC subscriber again.



It isn't the same without you. Come back today.

Go to ajcdelivers.com/offer2249 to resubscribe
and get a gift card up to \$30.

If you prefet, you can call 404-526-7988 and mention offer 2249 or simply return the postage-paid reply card (gift card only available with pre-payment). Morey back guarantee: if for any reason, at any time, you no longer wish to receive The AUC, you may cancel your subsorption and receive a full returns on all underlyeads guess.



Trifold Mailer front

Trifold Mailer inside panel

Trifold Mailer inside panel (reply card not shown)



Valentine Email sent 2/15.
Subject line:
Yesterday just wasn't the same without you.



Halloween Email sent 10/30.
Subject line:
It won't be a
Happy Halloween without you.





**Total AAM Circulation: 32,010** 

#### **AT A GLANCE**

#### Goal:

Reacquire stopped subscribers

#### **Target Audience:**

Former subscribers who stopped because of poor service

#### **MEASURED RESULTS**

Orders Response Rate CP

**47 4.5**% \$.7

#### **About the Campaign**

When we made the switch to an outside vendor to fulfill home delivery, there was an adjustment period; we experienced an influx of service issues while our vendor navigated the inherent challenges with such a large undertaking. Many customers stopped their subscriptions as a result of their poor service.

We wanted to appeal to these customers on a human level – admitting our failure, rather than ignoring it, assuring them we'd addressed the issues, and asking for a second chance.

We created the attached greeting card with a special offer of two weeks free for any customer who re-subscribed.







### We miss you.

We know that despite our best efforts, we've had some delivery issues over the last year. Unfortunately, we lost your trust and you as a customer. We have been working hard to get back to the company that you expect us to be, and we've seen significant improvements in delivery service. We would love the chance to redeem ourselves and provide you with the service you deserve.

We want to give you two weeks of The Sun News delivery **ABSOLUTELY FREE** to prove that delivery service is back on track. Additionally, re-subscribe today, and we'll also give you our best discounted rate for your first six months when you sign up for EZ Pay.

Throw us a bone and give us another chance.

Call 1-866-780-0786 and mention offer code "GOOD DOG" or visit TSNdeal.com to get started.

## THE SACRAMENTO BEE

Stay Connected >> sacbee.com

**Total AAM Circulation: 298,097** 

#### **AT A GLANCE**

#### Goal:

Win back 500 former Sunday subscribers that stopped due to price sensitivity reasons.

#### **Target Audience:**

Former Sunday only subscribers that were previously on a \$19.99 a year offer that stopped due to pricing and affordability.

#### **MEASURED RESULTS**

Orders	Response	СРО
550	3%	\$14

#### **Get the Sunday Bee Win Back Campaign**

Strategy was to target former Sunday only subscribers that were previously on low discounted offer with another discounted offer, but at a slightly higher price point to gradually step them up over time since they are a very price sensitive group.

Sales channels used; direct mail and email marketing.

Normally we use similar creative's for each channel, but with this campaign we elected to try a one day "Flash Sale" with the email campaign.

#### **Results Summary-**

Direct mail generated 349 orders (17-DS/26-FS/306-SO) and email generated 201 Sunday orders.

### THE SACRAMENTO BEE

Stay Connected >> sacbee.com





### Rockford Register Star

**Total AAM Circulation: 36,746** 

#### **AT A GLANCE**

#### Goal:

Our main objective was to celebrate the Cubs historic run during the 2015 baseball season. We also thought it would be a great opportunity to gain new subscribers.

#### **Target Audience:**

**Formers and Prospects** 

#### **MEASURED RESULTS**

Starts
295 Starts

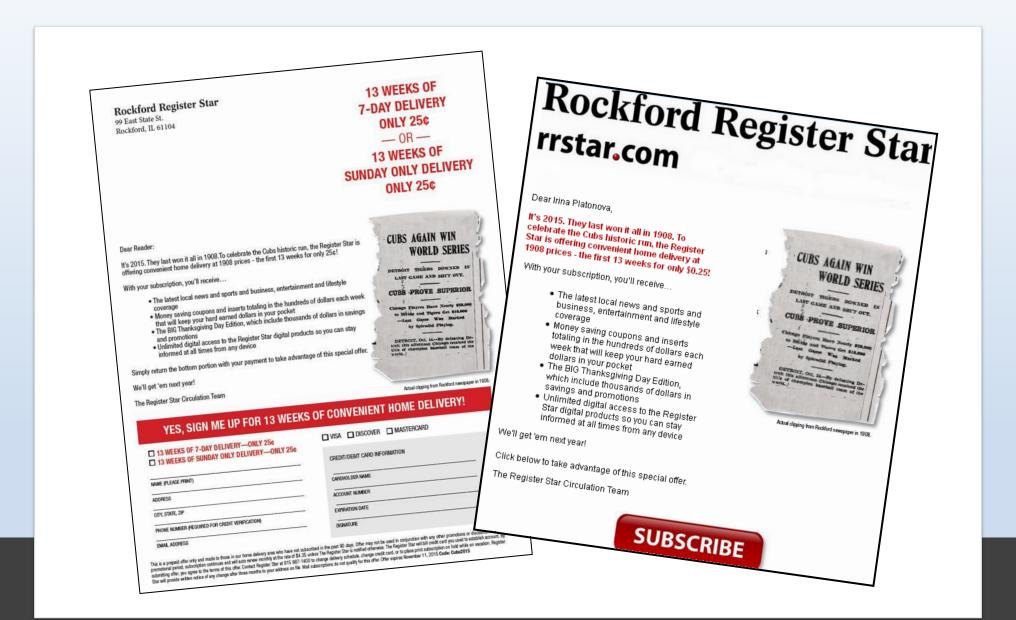
**EZ Pay Starts** 

175+

#### **About the Campaign**

Since we are near Chicago, we wanted to celebrate the Cubs' success and have some fun with pricing by offering 1908 prices! We offered 13 weeks of Sunday Only or 7-day delivery for only \$.25. After the 13 weeks, these subscribers would automatically renew with EZ Pay at \$1.00 per week.

### Rockford Register Star





**Total AAM Circulation: 21,923** 

#### **AT A GLANCE**

#### **Goal: Sampling Program that Works!**

Provide a way for carriers to sample non-subscribers on their routes with a tracking mechanism to capture whom is being sampled. Provide a way for these potential subscribers to give us feedback on our product and delivery service during the sample period. Then make it easy for non-subscribers to sign up and purchase their new subscription online with the click of a button.

#### **Target Audience:**

All non-subscribers by carrier route.

#### **MEASURED RESULTS**

Customer response rates by contact method was as follows:

**Text & QR Code = 48%** 

**Promotion Website = 38%** 

Calls to Customer Service = 14%

Conversion	CPO	Marketing
Rate	\$13.50	Platform
29%		\$100

#### **About the Campaign**

We offered non-subscribers a Free 30-Day Test Drive of our newspaper. Carriers sampled non-subscribers with a one day sample using our special promotion flyers and bags.

There were four ways non-subscribers were able to respond; call customer service, go online to our promotion website, text a keyword to a local phone number, or scan a QR Code. Each method required the non-subscriber to sign up with their contact information in order to receive the Test Drive.

Once the non-subscriber signed up for the Test Drive they received a series of emails throughout the 30-Day period. The first half of the sample period we focused on building a positive relationship and the second half we asked for the sale. Our offer emails provided a button to sign up and pay online for their new subscriptions.

**Email Series Outline...** 

Day 1: Welcome email

Day 2: How to set up digital access email

Day 3: Email asking if Delivery Started Yet?

Day 7: Product and Service Survey email

Day 14:Special Offer to Subscribe email

Day 21:Special Offer to Subscribe email

Day 28:Time is Running Out email – 2 Days Left

Day 29:Time is Running Out email – 1 Days Left

Day 30:Time has Run Out email - Don't Miss a Day!

## NEWS HERALD Where life unfolds daily







**Total AAM Circulation: 270,000** 

#### **AT A GLANCE**

#### Goal:

250 New starts in 4 days

#### **Target Audience:**

Targeted highly likely to subscribe formers and nevers based on zip codes indexing by penetration.

#### **MEASURED RESULTS**

Emailed 185,500 households for 4 days and spent \$1,500 on Facebook. 26% open rate, 4,130 clicked through to the offer, 412 purchased. Facebook buy reached 70,000 targeted households.

Starts	СРО	Response
412	\$33	9.9%

#### **About the Campaign**

Pre-Thanksgiving Holiday 4 Day Sale using only email and Facebook advertising.

\$20 Amazon gift card used as premium against prepaid 26 week subscription.

Fun engaging email subject lines highlighting memories of Thanksgiving Day.

- Better Than Gravy
- Sweet as Pumpkin Pie
- Flavorful as Cranberry's
- After Dinner Delight

162 sales over goal, \$7 under cost per sale goal

Currently doing one 3-4 DAY SALE per month will a goal of 300 new subscribers for each.

## THE DENVER POST Membership





#### **AT A GLANCE**

Goal:

Home delivery subscriber acquisition

**Target Audience:** 

Single copy buyers, former subscribers

#### **MEASURED RESULTS**

Total Cost Per Email Starts Order Open Rate \$8.15 9.13%

#### **About the Campaign**

Unique creative with retro theme and humorous copy combined with sharp promotional pricing produced strong results.

#### Included:

- Single Copy Insert
- Email Blast
- Box and Banner ads







#### **AT A GLANCE**

#### Goal:

Increase the number of subscribers through Single Copy Inserts.

#### **Target Audience:**

Single copy readers

#### **MEASURED RESULTS**

As Single Copy sales continue to decline, we have experienced an annual decline over 50% each year in orders from this channel. The weekly rotation of insert creative has maintained a low CPO and minimized this channel's sales decline by 15%.

#### **About the Campaign**

The Dispatch rotated five single copy inserts weekly within a three month period instead of running one insert for a designated amount of time. The offer stayed the same while the creative changed to keep the offer fresh.







SUBSCRIBE TODAY!

Visit dispatch.com/offer4410 or call 1-877-229-6978 and mention promo 4410 to take advantage of this special offer.



Visit dispatch.com/offer4510 or call 1-877-229-6978 and mention promo 4510 to take advantage of this special offer.



#### NOBODY DELIVERS LOCAL PUBLIC AFFAIRS LIKE WE DO.



SUBSCRIBE TODAY!

Visit dispatch.com/offer4010 or call 1-877-229-6978 and mention promo 4010 to take advantage of this special offer.

\* Blad in 13-wesk intellment. Here offers with only for individual who have not substitude in Sectionals. Expects within the last 30 days not live in the standard delivery was. All substitution will include as some than 6 persisten self-time, per clouded year. Destro the size and who of pression eithins for well the a 250 strategy and an early persistent person of the size and who of pression eithers for the pression of the contraction of the size of the results. The size of the results are the size of the results and are in the size that person and we not the size of the results and are in the size that person and the size of the size of the results and are in the size that person are in the size of the results and are in the size of the s



SUBSCRIBE TODAY!

Visit dispatch.com/offer4210 or call 1-877-229-6978 and mention promo 4210 to take advantage of this special offer.

\* Hiele is 13-wesk intellment. Been eller wild only for individual win her was bothed to The Calculus (Diparti will in his test T days and their in a steaded delivery one. All adoctyform will include to course these a presistant ellers are been and the contract of the course of the

## The Charlotte Observer charlotteobserver.com

**Total AAM Circulation: 170,605** 

#### **AT A GLANCE**

#### Goal:

Single Copy Insert to acquire new subscribers.

#### **Target Audience:**

Single copy buyers

#### **MEASURED RESULTS**

Sales

110

#### **About the Campaign**

This single copy insert flyer was designed to let potential subscribers know that we are more than just the newspaper – our news content is available however the subscriber wants to read it – in print, online, and on mobile devices.

The flyer promoted our content including different popular sections.

## The Charlotte Observer charlotteobserver.com





## Orlando Sentinel MEDIA GROUP

**Total AAM Circulation: 251,271** 

#### **AT A GLANCE**

#### Goal:

To increase home delivery subscribers and to help combat a \$1.00 increase to single-copy price

#### **Target Audience:**

Single-copy purchasers

#### **MEASURED RESULTS**

**Total Sales** 

**CPO** 

375

\$5.54

#### **About the Campaign**

This was a campaign also used by Chicago Tribune. We adopted the creative for the Orlando market and timed the launch of the FSI to coincide with our single-copy price increase. We utilized a \$1, \$2, \$3 pricing strategy to help with subscriber perception and ran the campaign for 4-weeks.

## Orlando Sentinel

#### WHY SETTLE FOR JUST SUNDAY? FOR THE SAME \$3.00, YOU CAN Orlando Sentinel **GET A WEEK OF HOME DELIVERY!** Subscribe today and get the Orlando Sentinel Orlando Sentinel delivered to your doorstep every day for only \$3.00 a week. That's the same price as our Orlando Sentinel Sunday paper at the newsstand. So start enjoying more days of news coverage Orlando Sentinel and the added convenience of home delivery. Plus, 7-day subscriptions also include unlimited digitalPLUS access to OrlandoSentinel.com! Orlando Sentinel RLANDO SENTINE Orlando Sentinel 7-DAY DELIVERY ONLY Orlando Sentinel Cat 5 Patricia lashes Mexico PER WIT Orlando Sentinel Fill out and mail the card below • Call 1-800-359-5353 Go visit OrlandoSentinel.com/promo Request Promo Code SCSALE Choose your 13 week subscription option. \$1.00/wk/plus too) for 13 who Unit: Address: ZP: Email This is a continuous subscription that may be cancelled at any time by calling us at 1-900-359-5353. Prices on future billing periods may be higher. All subscriptions may include up to eight Premium Issues per year. For each Premium Issue, An issuescriptions may include up to eight remnim issues per year. For each remnim issue, year account behance will be charged an additional few up to \$3.00 in the bitting period when the section publishes. This will result in shortening the length of your billing period. Premium issues scheduled to date: The Envision on 2/23/16, Re-Discover Florida on 3/31/16; Football Preview on 8/25/16; and Thanksgiring Day Edition on 11/24/16. This ofter is available to new subscribers and housaholds that have not subscribed to the caper in the sast XV days. provious account must be in good standing) and cannot be used in conjunction with any other offer. This offer is only available in our home delivery area. Each subscription includes transportation costs of 21 cents Monday. Saturday, 35 cents Sunday, and applicable Florida sales axx. You have the option to pick up your paper to avoid transportation costs. Transportation charges may vary and are subject to increase. Subscription types other than 7-day will receive the following issues as part of their current subscription - 11/27, 12/25, 1/1/16, 11/25/16. These

days are subject to change without notice. Respond by 1/30/16.



## Austin American-Statesman

#### **AT A GLANCE**

#### Goal:

Extreme Couponing workshops teach our community how to save hundreds of dollars every week using Strataband's (contracted vendor) online tool and subscribing to weekly home delivery of 5 Sunday copies of the Austin American-Statesman.

#### **Target Audience:**

Cost-conscious families that live and shop anywhere in our Home Delivery footprint.

#### **MEASURED RESULTS**

3 Events held in 2015 – January, April and September

- > 868 Attended
- > 335 EZPay subscriptions
  - √ (50% were new subscribers)
- > 1,361 Sunday copies
- > 60% Retention at 180 days

#### **About the Campaign**

Our goal with Extreme Couponing is to educate our community on how The Austin American-Statesman is a must have product that will help them save hundreds of dollars. We emphasize the value of the coupons and inserts you can only get in the Sunday newspaper and provide an exclusive rate for event attendees.

Strataband brings in popular presenters such as TLC's Extreme Couponing expert and celebrity, Tiffany Ivanofski, who provides instruction on how to use their organizational and online system in conjunction with multiple copies of the Sunday newspaper.

Awareness is key to a successful workshop, so we utilize a broad range of marketing channels to get the word out including, ROP, Single Copy Inserts, and our Sunday Select product, as well as leveraging our website, emails, Facebook, and Twitter. We also have an exclusive rate one can only get by signing up at the event

## Austin American-Statesman







#### **AT A GLANCE**

#### Goal:

Increase the number of Sunday only subscriptions.

#### **Target Audience:**

Non subscribers

#### **MEASURED RESULTS**

Generated 672 Sunday Only 26 week orders at a \$27 CPO with over 15% being new subscribers. The retention percentage from this event is comparable to our kiosk channel in the mid 40's.

#### **About the Campaign**

The Columbus Dispatch partnered with Grocery Smarts to run free Extreme Couponing Workshops for subscribers/non subscribers that are interested in couponing. The workshops emphasized the importance of subscribing to the Sunday edition and provided tools that helped subscribers take advantage of coupon savings. This campaign increased Sunday subscriptions.





NAA Audience & Revenue Webinar Series

## Rapid Fire Session-Ideas that Work!

#### **Presenters:**

**Rich Handloff,** Director, Consumer Marketing, The Washington Post **Craig Holley,** Senior Director, National Product Sales, Gannett Co. **Heather Williams,** Regional VP Audience Development, McClatchy

## **Questions?**

June 16, 2016 2:00 PM - 3:00 PM EST

NAA Audience & Revenue Webinar Series

## Rapid Fire Session-Ideas that Work!

#### **Presenters:**

**Rich Handloff,** Director, Consumer Marketing, The Washington Post **Craig Holley,** Senior Director, National Product Sales, Gannett Co. **Heather Williams,** Regional VP Audience Development, McClatchy

### Thank you!

June 16, 2016 2:00 PM - 3:00 PM EST